

June  
2011



## FURNISHINGS

### WARRANTY

It is the customer's responsibility to inspect items at the time of delivery to the extent practical. Damaged merchandise must be reported within ten days of delivery.

If any defect is discovered within the warranty period, CALPIA must be notified in writing within 15 days of discovery of the defect. Warranty returns must be accompanied by proof of purchase. If identified within 90 days of purchase, transportation costs for warranty returns will be paid by CALPIA.

→ Furniture, including seating, is warranted for 5 years.

→ Residential Hall Furniture is warranted for 10 years.

Refer to the Return Policy section of the *General Terms and Conditions* for the procedure to obtain return authorization.

### COMPONENT PARTS

Replacement parts may be purchased for current CALPIA products. Replacement parts for discontinued products may be available for a limited time. Contact Sales for price and part number.

### CUSTOMER'S OWN MATERIAL (COM) CUSTOM PRODUCTS

COM and custom requests must be approved by CALPIA prior to acceptance. A sample of COM or custom product drawing must be submitted for approval prior to acceptance of order. CALPIA will determine if material/custom product is suitable to manufacturing processes, determine if additional testing is required to meet specifications, and establish a price. If CALPIA agrees to use the material and manufacture a custom product, CALPIA will not be responsible for the condition, quality, value, performance, physical properties, or any other aspect of the product and CALPIA shall have no liability for any damages, injuries, or losses to the customer or to any third party that shall be caused by the use of the COM or custom ordered product and the customer shall hold CALPIA harmless for such liability. Custom products and use of COM materials will extend standard delivery dates to accommodate ordering raw materials.

### CALIFORNIA TB 133 FIRE SAFETY CODE

CALPIA offers many chairs/lounges, which can be manufactured to the standards set forth in California Technical Bulletin 133. The Bureau of Home Furnishings outlines requirements for fire safe seating that is used in public spaces. Such facilities might include, but are not limited to jails, prisons, nursing care homes, health facilities and public auditoriums. Full interpretation of what constitutes public occupancy is left to the local fire authority. It is the responsibility of the customer to check with the local fire authority.

Manufacturing criteria for TB-133 compliance are based upon testing of representative styles. Some chairs are available in only fabric or vinyl and are subject to testing results.

When considering COM for use on a chair that must meet TB-133, please contact the CALPIA Account Department for assistance. Testing fees may be the responsibility of the customer.

### FREIGHT CHARGES

Prices quoted includes freight prepaid to destination within California via carrier of CALPIA's choice, excluding (1) Specialty Orders and Projects, (2) Residential Hall Furniture and Mattresses, (3) New Building Installation, (4) Large quantity orders and (5) Options & Accessories. Contact your CALPIA Account Representative for freight and Set-in-Place charges for orders with special requirements.

### Out of State Deliveries

Out-of-state delivery will be F.O.B. shipping point and does not include set-in-place, assembly or installation. CALPIA will ship prepaid and the freight charges will be added to the invoice. Estimated freight charges must be included as an additional line item on the purchase order.

### SET IN PLACE CHARGES

To determine the type of delivery required for your order and the appropriate charge, refer to the delivery information below. Rates for set-in-place and/or assembly charges are listed.

There are three delivery types available: dockside, set-in-place, or set-in-place/assembly. Dockside delivery is included in the list price. The type of delivery requested **MUST** be indicated on **ALL** furniture orders. If set-in-place or assembly is requested, appropriate charges must be authorized. CALPIA cannot provide set-in-place and/or assembly for items previously received.

1. **Dockside Delivery** is delivery to either the building loading dock or to any accessible first floor entrance location 50 feet from the point of unloading carrier truck. The unit price listed in the schedule includes delivery strictly to dockside locations. This does **not** include unboxing, unwrapping or assembly. Any delivery not meeting either definition for dockside delivery will require additional set-in-place charges.
2. **Set-In-Place Delivery** is delivery to your office location with furniture items placed at point of use or a delivery over 50 feet from point of unloading carrier truck. This service includes unboxing and removal of packaging material: it does not include assembly. Please notify Customer Services in advance of delivery of any possible delivery obstacles, e.g., no available freight elevator, narrow stairs, and/or stair wells or other obstacles.

**NOTE: Moving existing furniture prior to set-in-place of new furniture is the responsibility of the customer. The customer will be charged \$50.00 per hour, 1 hour minimum, if the delivery person is engaged in moving existing furniture.**

3. **Set-In-Place/Assembly** service includes set-in-place delivery and connecting or assembling furniture pieces at point of use.

**For actual set-in-place charges, please refer to inset page 4.**

### INSTALLATION INSTRUCTIONS

Purchase orders must specify item and placement (right, left or center when appropriate) on items requiring factory installation, i.e., pedestals, storage, keyboards and center drawers.

### SPECIAL HANDLING

Please contact your Account Representative at 916/ 323-2419 regarding freight and set-in-place charges on freight and (1) Coordinated Major Projects, (2) Residential Hall Furniture, (3) New Building Installation, (4) Large Quantity Orders.

### STORAGE FEES

Storage Fees may apply when the scheduled delivery date is delayed at the customer's request. Storage fees will be charged based on duration and poundage involved. The customer must notify CALPIA immediately when the new delivery date is known so delivery can be rescheduled.

**CALPIA CUSTOMER SERVICE**  
**916-358-2733**  
**Website : [www.calpia.ca.gov](http://www.calpia.ca.gov)**

**CALPIA SALES**  
**916-323-2419**